

The Patient Participation Group Report.

The patient participation group currently has 10 members including 2 virtual members.

The age range of the group is from 23 to 81

30% of the group are over 65 (Practice as a whole 23% for this age group)

30% of the group are aged 44-59 (Practice as a whole 33.6 for this age group)

30% of the group are aged 23-31 (Practice as a whole 37% for this age group)

The 3 figures above are fairly representative of the current Practice population.

The age group from 16-22 are not represented. Efforts were made to recruit from this age group by telephoning patients and opportunistically during consultations, but without success.

The ethnicity of the patient group includes British, Indian, African, Caribbean, and European representatives, in similar proportion to the Practice population as a whole. However, some groups are not represented eg. Eastern Europeans, Somalians and Afghans. The main issues encountered in recruiting people from these groups relate to short term housing, family commitments and language difficulties.

The PPG had it's first meeting in May 2011. Following discussion with the members, it was decided to run a Practice survey. to ascertain the views of the registered patients, in relation to the areas within the Practice which required improvement.

At a second meeting in August 2011, different types of surveys were discussed, and a type was agreed which the PPG felt would achieve the most appropriate , and useful responses for the Practice.

At a third meeting in November 2011, the results of the Practice survey were discussed, and then following a further meeting in January 2012 the results of these discussions were translated into an action plan. The action plan was arrived at by analysis of the results of the Patient survey.

The action plan was directed at the following 3 areas:

1) Reducing waiting times in the waiting room.#

2) Promotion of healthy living.

3) Improving the Practice survey questionnaire.

a) The survey showed the area of most concern was relating to waiting times which received a score of 52%, compared to a national average of 57%

The PPG decided that if the patient presented with only one problem during the consultation the waiting times would reduce. The next decision, was how to make the patients aware of the time constraints within the consultation. The following 3 actions were agreed.

An automated message, when booking an appointment by phone, reminding the patient to come with only one problem.

A message on the LED screen as above.

A poster to be placed in the waiting area, also highlighting waiting time issues.

b) The Patient survey also showed that the next area of concern related to keeping healthier after visiting the doctor. This aspect received a score of 64% (national average 62%) The PPG felt that this could be improved. The PPG instructed the Practice to order leaflets promoting better life styles / healthy living, which would include advice on smoking, obesity, and alcohol consumption. These leaflets are to be distributed by all the healthcare workers in the Practice, during patient consultations, and also to be available at the reception desk and in the waiting area.

c) The PPG also felt that some of the questions asked in the Patient survey were ambiguous and difficult to interpret. It was felt that these questions needed an improved definition, in order to allow better interpretation of the responses to those questions.

It was therefore decided to conduct a further patient survey, tailor made by the PPG, to allow a better understanding of the patients concerns. It was also decided that the survey would be used as an additional means of inviting more patients to join the PPG.

The opening hours of the premises are from 8am to 6.30pm Monday to Friday. Access to the Practice is gained either by telephone, email or visiting the surgery. The extended hours clinic runs from 6.15pm to 8.15pm every Monday excluding Bank Holidays.

